

**ABSTRACT OF THE DISCLOSURE**

A user support system using an agent technology is provided. An entrance server identifies a user utterance by matching it with a collection of anticipated user utterances. A specialized server to respond to the user utterance is determined according to the identified user utterance. The specialized server has a collection of action patterns of an agent for responding to the user utterance. The agent supports the user to search information or navigates the user to access desired information by friendly talking with the user. Information providers can sponsor the agent. When the agent displays information requested by the user, information related to the sponsors, particularly their advertisements, will be outstandingly displayed.